Service mode functions (SERVICE ONLY)

Cold reset

Cold reset, which power-cycles the engine with a special button press, is not supported for this printer. Instead, use the feature "Restore defaults" located in the Service menu to reset default settings. For more information, see .

NVRAM initializer

⚠ **CAUTION** NVRAM initialization will erase all network settings. Before performing NVRAM initialization, print a Configuration page, which contains network-setting information.

NVRAM init will perform the following functions:

● Resets all customer-accessible menu settings via control panel and software back to the factory default settings

● Resets the language to the value set at the factory

● Resets the default media size to cold reset media size

● Resets the symbol set to PC-8

Use the following procedure to execute an NVRAM-init.

1. Turn off the printer.

2. Press and hold the ☑ (Select) and ⊗ (Cancel Job) buttons simultaneously.

3. Turn on the printer.

4. When you see the message **Permanent storage init** displays, release the ☑ (Select) and ⊗ (Cancel Job) buttons.

When the NVRAM init is complete, the printer will return to the Ready state.

Super NVRAM initializer

⚠ **CAUTION** Super NVRAM initialization will erase all network settings. Before performing Super NVRAM initialization, print a Configuration page, which contains network setting information.

When a super NVRAM init is performed, the printer enters the Generic Product Mode, which changes the language and country/region settings to "undefined."

📝 **NOTE** Super NVRAM init will erase all data stored in the protected NVRAM settings.

Use the following procedure to execute a super NVRAM init.

1. Turn off the printer.

2. Press and hold the ◀ (Left arrow) and ▶ (Right arrow) buttons simultaneously.

3. Turn on the printer.

4. When you see the message **Permanent storage init** displays, release the ⬅ (Left arrow) and ➡ (Right arrow) buttons.

When the super NVRAM init is complete, the printer will return to the Ready state.

Restoring page counts and serial number

A software utility is available on the Service and Support CD-ROM to restore page counts and serial numbers when the formatter is replaced or when any of the following settings are lost:

● Color page count

● Total page count

● Formatter number

● Service ID

● USB serial number

To access the utility on the Service and Support CD-ROM, in the **Library** folder, double-click the **2600config.exe** program. You can run the utility from the CD-ROM or copy it to your computer.

NOTE To use this program, the printer must be directly connected to your computer with a USB cable.

Cleaning the ETB

To clean the ETB, use the following procedure:

1. Enter the Secondary service menu. For more information, see Secondary service menu on page 169.

2. Scroll through the menu and select Clean ETB.

3. Press the ☑ (Select) button to start the cleaning mode.